

State of Hawaii Access Hawaii Committee Meeting

1-3 PM September 5, 2013





Agenda

- I. Public Notice; Call to Order; Quorum
- II. Approval of the June 6, 2013 Minutes
- III. Hawai'i Information Consortium General Manager's Report and Appropriate Action
- IV. Presentation and Status Update by AHC Chairman Sanjeev "Sonny" Bhagowalia
- V. Discussion on the Authorization to Expend from the AHC Special Fund to Pay for Accommodations Requested by the Public and Appropriate Action
- VI. Status Update, Report and Recommendation from the Investigative Committee regarding the Suspension of the Collection of the Portal Management Fee
- VII. Announcements
- VIII. Adjournment

The AHC may elect to consult with counsel pursuant to Section 92-5, HRS.





I. Public Notice; Call to Order; Quorum





Public Notice

- HIC posts the agenda for AHC:
 http://calendar.ehawaii.gov/calendar/html/event
- HIC also puts it on the AHC website:
 http://ahc.ehawaii.gov/meetings/packets/
- Agenda and Attachments are filed with Lt. Governor's Office
 - Fax it, Print it and Post it to a Bulletin Board





Call to Order and Quorum

	Members	Department	
1	an Seki, Comptroller DAGS		
2	Sanjeev "Sonny" Bhagowalia, CIO, Chairperson	OIMT	
3	Sharon N.H. Wong, Acting Administrator	DAGS / ICSD	
4	Aaron Fujioka, Administrator SPO		
5	Cheryl Kakazu Park, Director OIP		
6	Herbert C. Lam, IT Manager ATG		
7	7 Keali'i Lopez, Director DCCA		
8	Robert Su, IT Manager DOTAX		
9	Kevin G. Thornton, Director of Support Department JUD		
10	Mark Wong, Director Designate & CIO	C&C of Honolulu	
11	Donald Jacobs, Acting Director	County of Hawaii (VCC)	
12	Jacob Verkerke, IS Manager	County of Maui (VCC)	
13	Brandon Raines, CIO	County of Kauai (VCC)	
14	Senator Les Ihara, Jr.	State Senate	
15	Representative Kyle Yamashita State Representative		





Call to Order and Quorum

Designees	Department	
Kerry Yoneshige, Business Management Officer	ASO	
Randy Baldemor, Deputy CIO	OIMT	
Ruth Yamaguchi, Assistant Administrator	SPO	
Jennifer Brooks, Attorney	OIP	
Clay Sato, Data Processing System Manager	ATG/HCJDC	
Donn Yabusaki, IS Manager	DCCA	
David Sharperson, IT Specialist	DOTAX	
David Maeshiro, CIO	JUD/ITCD	
Keith Ho, Deputy Director	C&C of Honolulu	
Sheila Cadaoas, Acting Information Systems Manager	County of Hawaii (VCC)	
Susan Underwood, Info. Mgmt. Section Head	County of Maui (VCC)	
Mandi Swanson, IT Project Leader	County of Kauai (VCC)	
Senator Glenn Wakai	State Senate	





Access Hawai'l Committee Meeting Minutes

June 6, 2013 1:00 p.m. Video Conferonce Centers Kalanimoku Building 1151 Punchbowl Street, Room B-10 Honolulu, Hawai'i 96813

Members Preser

Randy Baldemar, Deputy CIO, Office of Information Management and Technology (OIMT), representing the CIO

Kerry Yosashipa, Business Management Officer, Department of Accounting and General Services (DAGS), representing the Comptroller

Sharon Wong, Acting Administrator, DAGS/Information and Communication Services Division (ICSD) Aaron Fujioka, Administrator, State Procurement Office (SPO)

Michael Little, Records Report Management Specialist, representing the Director of the Office of Information Practices (OIP) (Secondary representative)

Herbert Lam, IT Manager, Department of Attorney General Kevin Thornton, Director of Support Department, Judiciary

Mark Wong, Director Designate & CIO, City and County of Honolulu Jacob Verkerke, IS Manager, County of Maui (VCC)

Susan Underwood, IM Section Head, representing the IS Manager for the County of Maui (Secondary representative) (VCC)

Mandi Swanson, IT Project Leader, representing the CIO for the County of Kauai (Secondary representative) (VCC)

Senator Glenn Wasai, representing Senator Les Ihara, Jr. (Secondary representative) Representative Kyle Yamashita, State Representative

Members Absent

Keall'i Lopez, Director, Department of Commerce and Consumer Affairs (DCCA)
Robert Su, IT Manager, Department of Taxasion (DOTAX)
Donald Jacobs, Acting Director, County of Hawaii
Brandon Raines (DI. County of Kauai

Other Attendees

Johns Wicke, Depuly Director, DOTAX.
Kari Ho, Anting Director and CID, Ci Ju and County of Honolulu (VCC)
Russell Castinggoo, General Manager, Hawaii Information Consortium (HIC)
Janet Pick, Depuly Altamey, Uppartment of the Attorney General (ATG)
Susan Stapace, State Archives
Adam Janete, Consultant
Peter First, Mittorney
Susan Sanniette, (ISS)

**Participated via videoconference center (VCC)

II. Approval of the June 6, 2013 Minutes





III. Hawai'i Information Consortium General Manager's Report (Attached) and Appropriate Action





IV. Presentation and Status Update by AHC Chairman Sanjeev "Sonny" Bhagowalia





- 1. Context: What Problems are we trying to Solve? Our Vision? Our Program?
- 2. Websites Modernization
- 3. Mobile Applications
- 4. On-line Services
- 5. My.hawaii.gov Portal Concept
- 6. Gis.hawaii.gov
- 7. Open Data Bill data.hawaii.gov (Phase 2)
- 8. Dashboards
- 9. Security and Privacy





Context

What Problems are We trying to Solve?

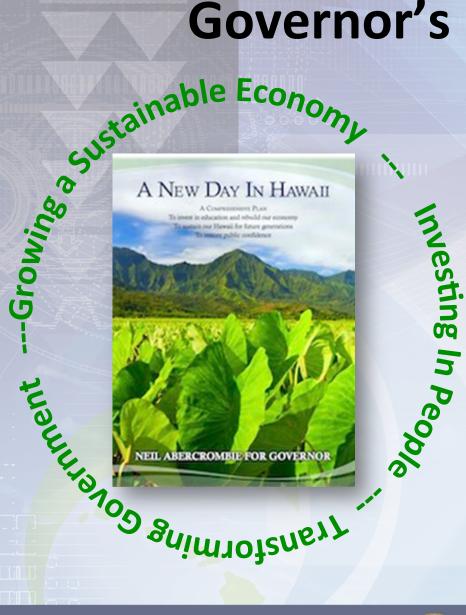
Our Vision?

Our Program?





Governor's New Day Vision



✓ GROWING A SUSTAINABLE ECONOMY

- New Day Work Projects
- Renewable Energy
- Food Security
- Innovation Economy
- Improvements on Public Lands
- Environmental Stewardship
- Culture, Arts, Creative Industries

✓ INVESTING IN PEOPLE

- Early Childhood
- Education and Workforce Development
- Healthcare Transformation
- Safety Net, Homelessness, Public Safety
- Housing

✓ TRANSFORMING GOVERNMENT

- Information Technology
- Fiscal Management
- Operations Management
- Customer Service
- Civil Defense and Security





CIO Role, Responsibility and Authority



Source: http://www.cio.gov



Source: http://oimt.hawaii.gov







3-Dimensional Transformation

Business

Technology

Governance













Phase A - "As-Is" Environment (September 2011)

1) Baseline Report



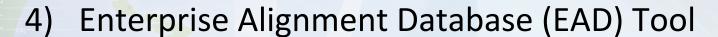
Items 1-3 released in an open, transparent manner to the public

2) Benchmarking Report





3) Data Center Assessment

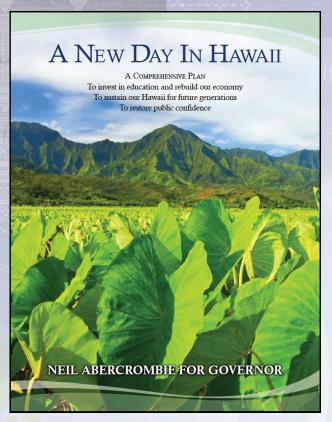




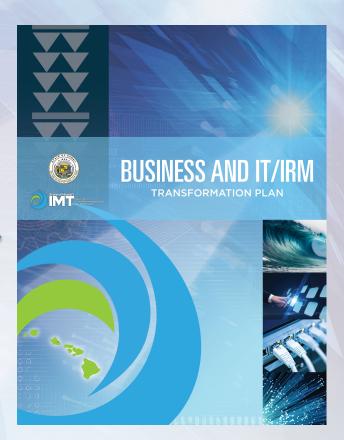




Phase B – "To Be" Vision and Bridging the Gap (Completed July, 2012 – Published October 2012)







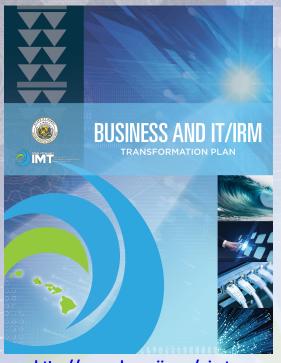
http://www.hawaii.gov/oimt

- GROWING A SUSTAINABLE ECONOMY
- ✓ INVESTING IN PEOPLE
- ✓ TRANSFORMING GOVERNMENT





A Comprehensive Business and Technology Transformation Plan



http://www.hawaii.gov/oimt http://oimt.hawaii.gov

THE FEDERAL 100

Award Winner 2013

- Transforming an environment plagued by 30 years of under-investment
- A Comprehensive Transformation Plan
 - 20 Plans with 1,432 Pages
 - 7 phases over 12 years
 - 3 Key Strategies and 10 Programs
- We are executing the Plan, which:
 - Reduces overall number of IT systems
 - Reallocates % of the IT workforce to better serve Departments' missions
 - Streamlines Business and IT operations
 - Increases IT service capabilities, reliability and security
 - Reduces ongoing IT costs
 - Improves Government Transparency

Outcome: Faster, Better and Easier Access to Government Information and Services – Anywhere, Anytime on Any Device





Our Future Vision is a Fully Digital State

through one portal my.hawaii.gov



have access to the right information





on any device, securely and reliably BPR and Mission-Oriented Application

Enterprise Shared Services and Consolidated IT/IRM Infrastructure

Governance Framework

for any mission, at any time

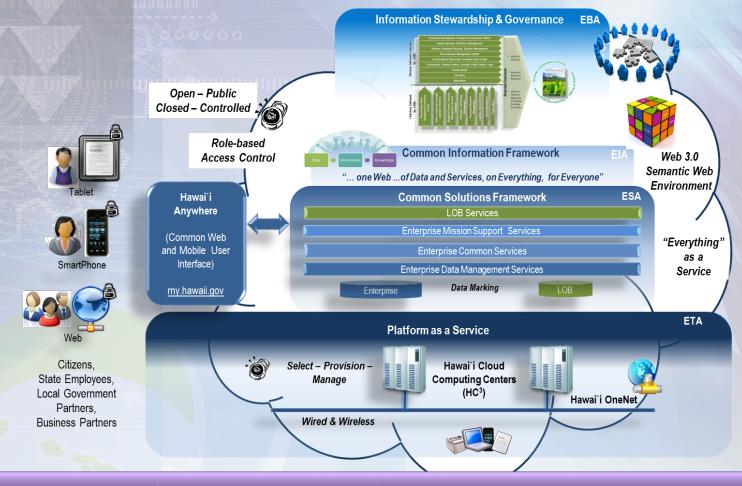




Open

Secure

Our Vision is Guiding the Implementation Plan Through 3 Strategies and 10 Programs



Information available for any mission on any device, anywhere, anytime securely and reliably





Three Key Strategies

1

2

3



Re-engineer
Business
Processes and
Applications for
On-line Delivery



Modernize and
Consolidate
Technology
Infrastructure



Establish
Oversight,
Management,
and
Transparency
of Enterprise





Top 10 Enterprise Programs

#	Strategy	Programs	Solutions
1	Re-engineer Business Processes	Tax Systems Modernization (TSM)	Streamline and modernize tax processing end-to-end across enterprise
		Health IT (HIT)	A more effective, efficient, and patient-focused healthcare system
		Enterprise Resource Planning (ERP)	Business efficiency, information analysis, and technology modernization for Seven (7) core functions
		Business Process Re- engineering (BPR)	Re-engineer business processes of legacy mission applications to be delivered through one portal – http://my.hawaii.gov
		Open Government	Rapid, agile development of mission-focused applications in a modular, open-source environment, mobile apps, and open government data (e.g., Data.Hawaii.gov)
2	Modernize Technology Infrastructure	Infrastructure	Consolidate Networking and Computing Infrastructure: One Net - Enterprise Services Network Serving entire State with guaranteed service levels; Adaptive Computing Environment (ACE) – Desktop to mobile, technology refresh cycle; Shared Service Centers provide services, storage, and computing via private; Mission Applications
		Enterprise Shared Services	E-mail and Directory, Content and Document Management, Geographic Information Systems, Collaboration, and other services provided centrally
		Security & Privacy	Identity, Credential, and Access Management, Single Sign-on, Role-based Permissions and Privacy protections
		Hawaii Broadband Initiative (HBI)	All Hawai'i residents with ultra-high-speed, affordable gigabit broadband services by 2018
3	Establish Enterprise Management, Oversight, and Transparency	Governance	Establish enterprise Policies and life-cycle management processes, Capital Planning and Investment Control (CPIC)/Portfolio Management (PfM), Enterprise Architecture (EA), and Performance Dashboards





Enterprise Top 10 Program Portfolio











Enterprise Shared



http://oimt.hawaii.gov/projects/





Legislative Update

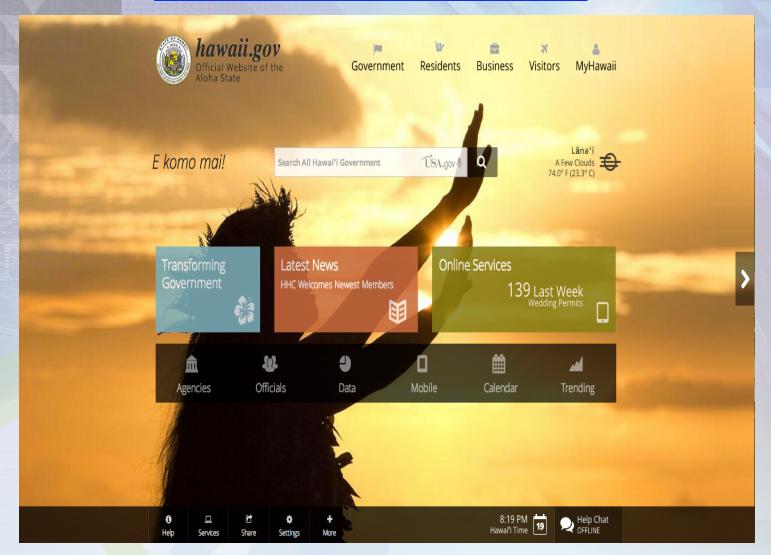
- SB1000 ACT 021 CIO or Designee as Chair of Access Hawaii Committee (AHC)
- HB632 HD2 SD2 CD1- ACT 263 Open Data Bill
- SB1003 SD2 HD1 CD1 ACT 265 CIO with authority over cyber security





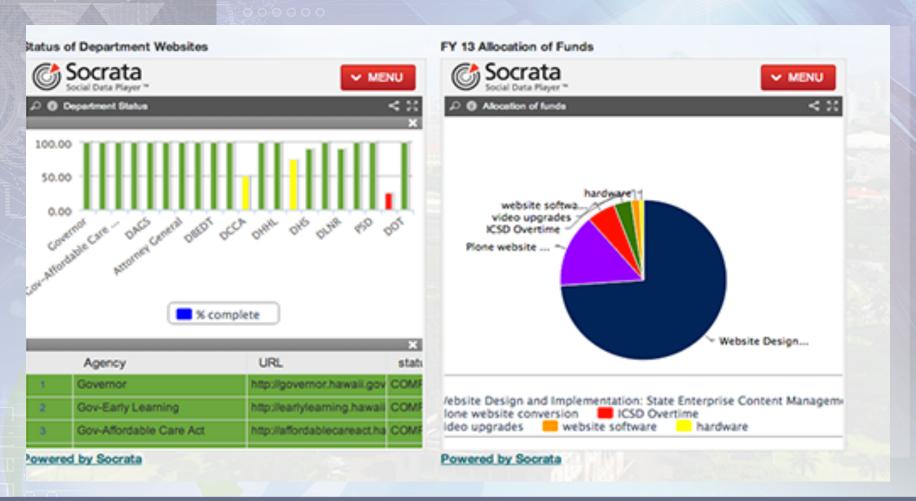


http://hawaii.gov















Satisfaction Insight Review: Summary



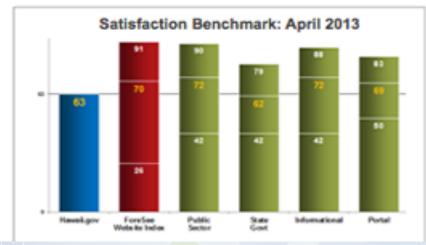


Reporting time period: March 08, 2013 – May 18, 2013 Presentation – June 19, 2013

Satisfaction, Primary Focus and Issues

Aggregate Satisfaction score: 62
Likelihood to use site as a primary resource: 72
Likelihood to recommend: 64

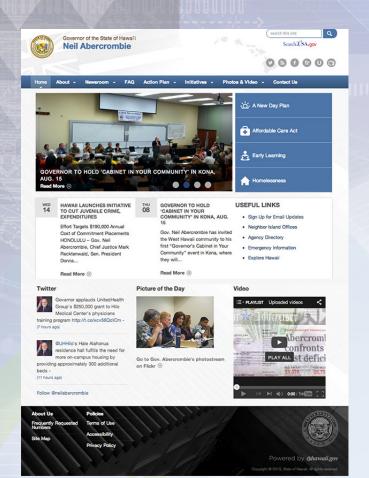
Likelihood to return: 74

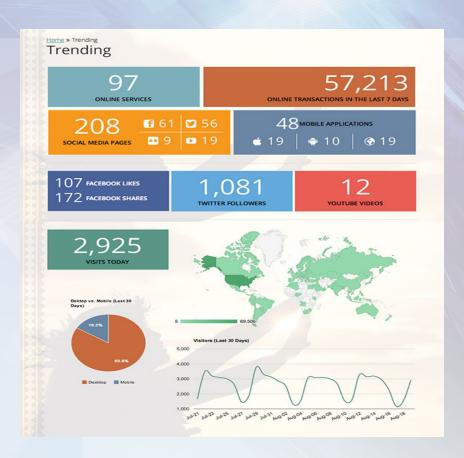














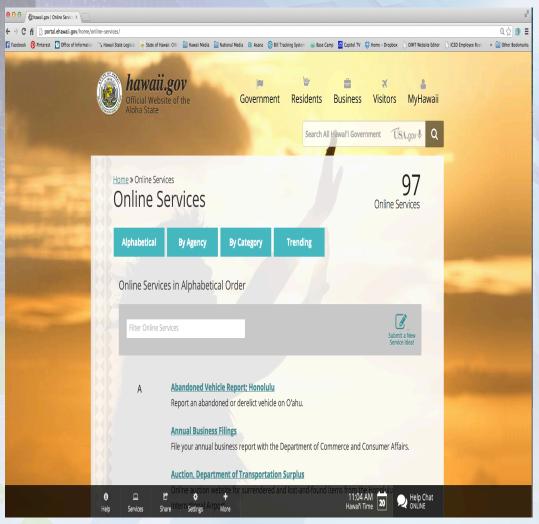








On-Line Services (97)













Mobile Applications





Department of Commerce and Consumer Affairs Business Suite

The State of Hawaii Dep. of Commerce and Consumer Affairs Business Registration Division offers this app to:

- · Renew Annual Reports
- Search for a business by name and purchase business registration documents filed in the registry like articles of incorporation or LLC agreements
- Research business history including incorporation date, registered agent, directors, officers, shares, partners, limited liability company members, trade names, etc.
 Purchase Certificates of Good Standing

Download from the Google play store



myMerci

Oceanit Laboratories, Inc. and State Civil Defense

Disasters occur throughout the world on a daily basis.

myMERCI is a free iPhone app that helps individuals and
governments prepare for, and recover from disasters.

myMERCI is the lite version of MERCI which has been
designed with State Civil Defense & National Guard End Users.

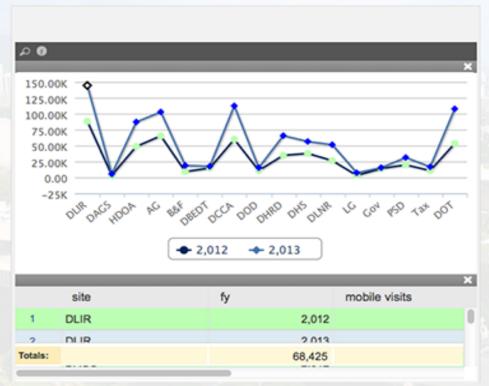
Download from iTunes





Mobile Applications

VISITS TO DEPARTMENT WEBSITES USING A MOBILE DEVICE (INCLUDING TABLET)



Powered by Socrata





Mobile Applications (NASCIO Connection)

Home I Site Map I Privacy I Contact Us I D b D D



NASCIO Representing Chief Inf

http://www.nascio.org/Apps/index.cfm





NASCIO, 2013

My Hawaii.Gov Portal Concept

http://portal.ehawaii.gov/myhawaii/





My Hawaii.gov (Notional)







Open Data - http://Data.Hawaii.Gov







EXECUTIVE CHAMBERS

HONOLULU

NEIL ABERCROMBIE

June 26, 2012

TO: FROM:

Neil Attendant Heads

Neil Attendant Heads

RE:

Open Data Initiative

In support of the Administration's goal to creating an unprecedented level of openness in state government and the New Day Plan's objective to improve transparency and rebuild confidence in government, Chief Information Officer Sanjeev "Sonny" Bhagowalia and the Office of Information Management and Technology (OIMT) is launching the Open Data Initiative through a new online platform, data.hawaii.gov, that is scheduled to go live on July 31, 2012.

Data.Hawaii.Gov

Data.hawaii.gov establishes a one-stop destination for all approved State data. This new ease of access will help residents make better use of information and will lead to innovation in government and business. The launch of data.hawaii.gov is a milestone for restoring public trust in government and building a technology infrastructure that fosters meaningful citizen engagement and collaboration.

For example, providing public data could result in new websites and smartphone applications that would create value for Hawai'i's citizens, connecting them to public services in real-time. These datasets could also support cutting-edge research coming out of Hawaii's universities and research institutions. Competitions using the data might help tackle some of Hawaii's public challenges in innovative ways and at minimal cost to the State.

In addition to its congruence with the New Day Plan, <u>data.hawaii.gov</u> aligns with key principles of the State's Business and IT/IRM Transformation Plan currently under development by OIMT. Specifically, the platform will enhance the State's return on investment in collecting and managing this data by providing an environment that transcends agency silos, facilitates search capabilities, and encourages collaboration and data sharing across government.

The State of Hawaii launched its Open Data Initiative in June 2012 with support from Governor Abercrombie.





Open Government

Hawaii State Government

Uniform Information Practices Act HRS 92F

"General Rule of Disclosure: All government records are open to public unless access is restricted or closed by law"

Open Data Act – ACT 263 (2013)

"Each executive branch to use reasonable efforts to make appropriate and existing electronic data sets...electronically available to the public...thru data.hawaii.gov"

Federal Government

NEW Attorney General Guidelines (paraphrased)

Share everything.

Protect what you must.

Open Government Directive

Privacy Act Espionage Act of 1917

Information Quality Act



Protect National Security





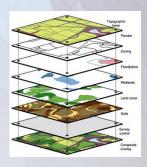












Visualize

Socialize

Mobilize

Analyze





Contributors so far

- Campaign **Spending** Commission
- Agriculture
- Commerce and **Consumer Affairs**
- Business **Economic Development and Tourism**
- Energy Office
- · Accounting and General Services
- Education
- University of Hawaii
- **Governors Office**
- Hawaiian **Homelands**
- **Civil Defense**
- **Human Resources**



Leading public sector innovators are leveraging cloud, platform and social technologies to deliver better citizen access to information, modernize online service delivery and improve internal efficiencies. We call the transformation of your data assets into productive information resources that people can easily access, share and reuse, Open Data. By sharing our data via data hawaii.gov in an open and transparent means we empower our citizens, ourselves and our customers to access information anywhere, anytime. Data hawaii gov provides a platform to promote our data to a common statewide location that is accessible to everyone.



EMPLOYMENT Employment

To assure all workers full and equal opportunity to work, decent working conditions, fair treatment on the job, equitable compensation, and assistance in work-related difficulties.

Learn More >>



Health

To monitor, protect, and enhance the health of all people in Hawai'i by providing leadership in assesssment, policy development, and assurance to promote health and well-being, to preserve a clean, healthy and natural environment. and to assure basic health care for all.

Learn More >>



HEALTH

To protect the individual and



PUBLIC SAFETY

Public Safety

property from injury and loss caused by criminal actions, accidents, physical hazards, and natural and man-made

Learn More >>



SOCIAL SERVICES

Social Services

To enable individuals and families in need to attain a minimally adequate standard of living and to achieve the social and psychological adjustments necessary to successfully live in modern society.

Learn More >>

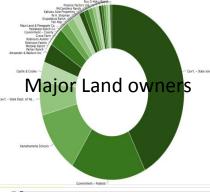


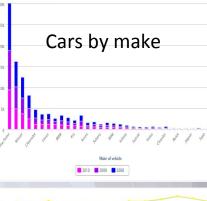
TRANSPORTATION FACILITIES

Transportation **Facilities**

To facilitate the rapid, safe and economical movement of people and goods into, within and out of State by providing and operating transportation facilities and supporting services.

Learn More >>











1000 pt

Example Economic Development Landing Page

data.**Hawaii**.gov

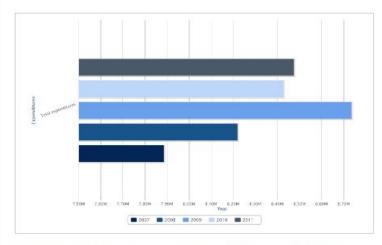
HOME V

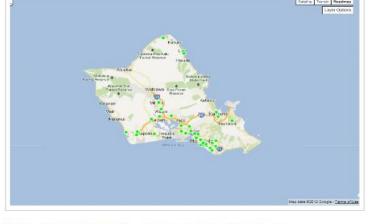
VIDEOS

FAQ

HELP







Total Government Expenditures 2007-2011 in thousands

SOURCE DATASET: https://data.hawaii.gov/d/wnxi-ekhj TAGS: Tags go here

Explore the source data set to see expenditures by function

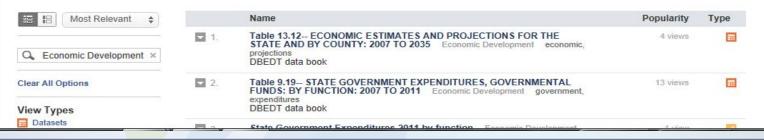


Electric Vehicle Charging Station locations

SOURCE DATASET: https://data.hawaii.gov/d/k6e7-746d

TAGS: Tags go here

New stations are added frequently; subject to change







0F #2

Example Culture and Recreation landing page

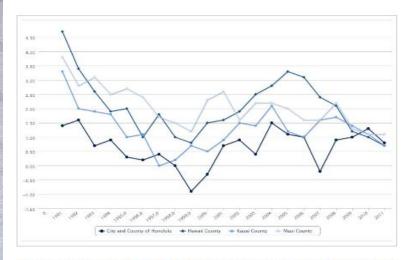
data.**Hawaii**.gov

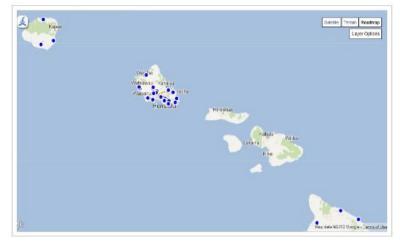
HOME VIDEOS

FAQ

HELP







Percentage Population Change by County 1991 - 2011

SOURCE DATA SET: https://data.hawaii.gov/d/ekan-x4zw TAGS: Tags go here

There are many population related datasets to explore on data. Hawaii.gov

Access and Share

Map of Farmers Markets across the State

SOURCE DATASET: https://data.hawaii.gov/d/nqfm-3etr TAGS: Tags go here

Let the Department of Agriculture know if we are missing any



	Name	Popularity	Type
1.	Table 1.07 PERCENTAGE CHANGE IN RESIDENT POPULATION, BY COUNTY: 1991 TO 2011 Culture and Recreation percent, change, population DBEDT data book	7 views	=
2.	Table 1.02 CHARACTERISTICS OF THE POPULATION: 1831 TO 2010 Culture and Recreation characteristics, population DBEDT data book	6 views	=





Example Employment Landing page



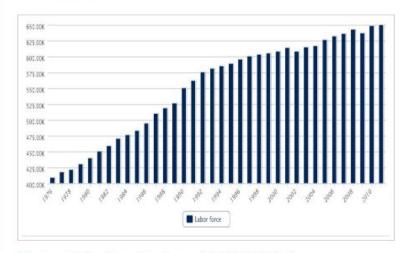
data.**Hawaii**.gov

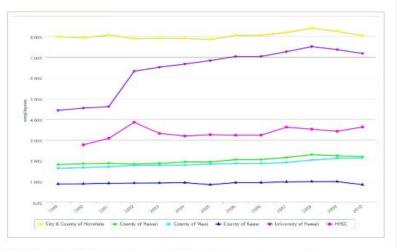
HOME VIDEOS

FAQ

HELP







Hawaii Labor Force 1976-2011

SOURCE DATASET: https://data.hawaii.gov/d/db3j-uuq6 TAGS: Tags go here

Additional Labor Statistics can be found in other datasets

Access and Share

Selected Local employee groups in Collective Bargaining units

SOURCE DATASET: https://data.hawaii.gov/d/r74i-atwn TAGS: Tags go here

Demonstrates changes in collective bargaiining participation by year.



	Name	Popularity	Type
1.	Table 12.21 EMPLOYMENT AND WAGES: 1999 TO 2010 Employment employment, wages DBEDT data book	3 views	and the same of th
2.	Table 12.15 EMPLOYMENT BY CLASS OF WORKER: 1940 TO 2000 Employment employment, class DREDT data book	3 views	





0 1950 p.

Example Government Wide Support landing page

data.**Hawaii**.gov

HOME VIDEOS

FAQ

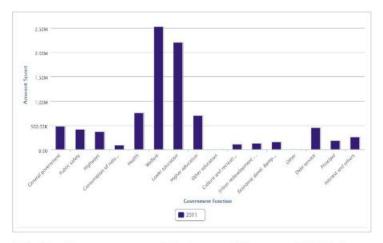
HELP

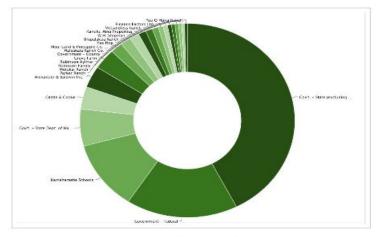
Popularity

14 views

Type







State Government Expenditures 2011 by Function

Name

SOURCE DATA SET: https://data.hawaii.gov/d/wnxi-ekhj TAGS: Tags go here

Data from previous years is in the dataset

Access and Share

Major Landowners throughout the State of Hawaii

SOURCE DATA SET: https://data.hawaii.gov/d/288x-u8u8

TAGS: Tags go here

Access the data to see the breakdown by Island

Access and Share



1.	Hawaii Capital Improvement Projects	Government-Wide Support	cip	

Showing 1 of 1





0 F F 7 1959 p

Example Public Safety Landing Page

data.**Hawaii**.gov

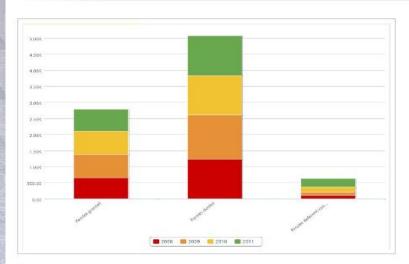
HOME

VIDEOS

FAQ

HELP





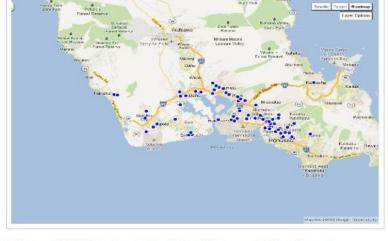


Chart of Paroles granted, denied or deferred

SOURCE DATASET: https://data.hawaii.gov/d/y7im-3yeu TAGS: Tags go here

Additional Paroling Authority information is available when you access the dataset



Map of Hurricane Shelters at School locations

SOURCE DATA SET: https://data.hawaii.gov/d/vae6-r73i TAGS: Tags go here

Be Ready. Be Safe. See detailed data for pet friendly



	Name	Popularity	Type
1.	Table 11.23 501(c)(3) PUBLIC CHARITIES IN HAWAII, BY TYPE: CIRCA 2009 Social Services charities, public DBEDT data book	6 views	==
2.	Non-Profit Organizations in Hawaii by type and size Social Services charities, public DBEDT data book	3 views	iii.





Transformation Internship Program (TIP) Designed an Open Data Site in Weeks!



http://tip.hawaii.gov



http://data.hpu.edu



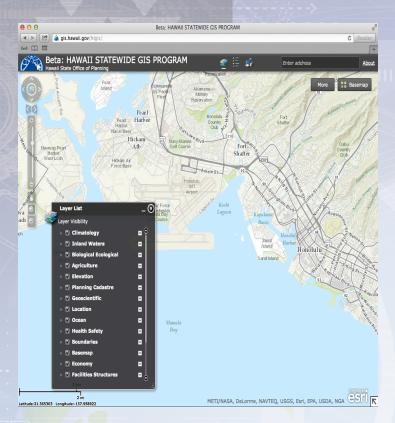








Geographic information Systems (GIS)



- GIS in the ESRI Cloud
- GIS as a Service –
 http://gis.hawaii.gov
- Service Oriented Architecture (REST)
- Dynamic and Static Data
- Mobile App Development





Security and Privacy





Security Case Studies

Г	State	Breach	Estimated Costs
		Most Recent (Dec 2012) of four in last six months:	• \$41,484 in 1 st week
	California	Department of HealthCare Services; 14,000 Social Security Numbers posted to a website	 Estimated \$5M+ in Agency remediation
	South Carolina	Three major breaches in last four months across State. (Nov 2012) Department of Revenue: \$3.8m SSN; 650k business tax filings; 400k credit/debit card numbers hacked	• \$340M (breach and remediation)
*		(April 2011) Texas Comptroller: 3.5 million records (name,	• \$1.8M initially
	Texas	address, SSN, DOB); Compiled report from other agencies posted on publicly accessible site	 Estimated \$5M+ in Agency remediation
	Ukah	(April 2012) Department of Health: 780k Medicaid patients personally identifiable information stolen/hacked. (Jan 2013)	• \$9.48M (initial breach only)
	Utah	Third party contractor lost thumb drive containing information for 6k Medicaid recipients	 No cost estimates on most recent



A recent study estimates that the average cost of breaches involving less than 100,000 records is \$194 per capita, including costs of detecting and reporting the breach, notifying and assisting consumers, and opportunity costs such as turnover of existing customers. This equates to approximately \$20 million per incident. (Source: Law360)



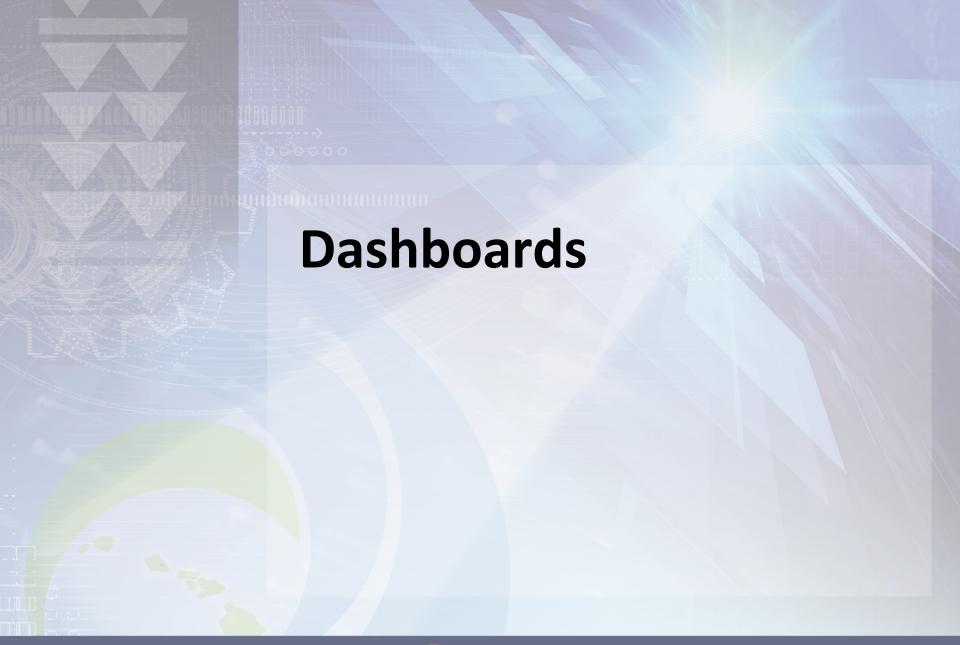


Security and Privacy

- 1. Security is Everyone's Responsibility!
- 2. 30+ Years of Under-investment and Lack of Enterprise Planning won't be fixed overnight!
- 3. Comprehensive and Detailed Plans and Studies completed by OIMT for long-overdue upgrades
- 4. Improvements in Policies, Processes, Organization and Technology are in process of being implemented through Projects with long-overdue funding received in Fiscal Years 13-15
- October is Cyber-Security Awareness Month



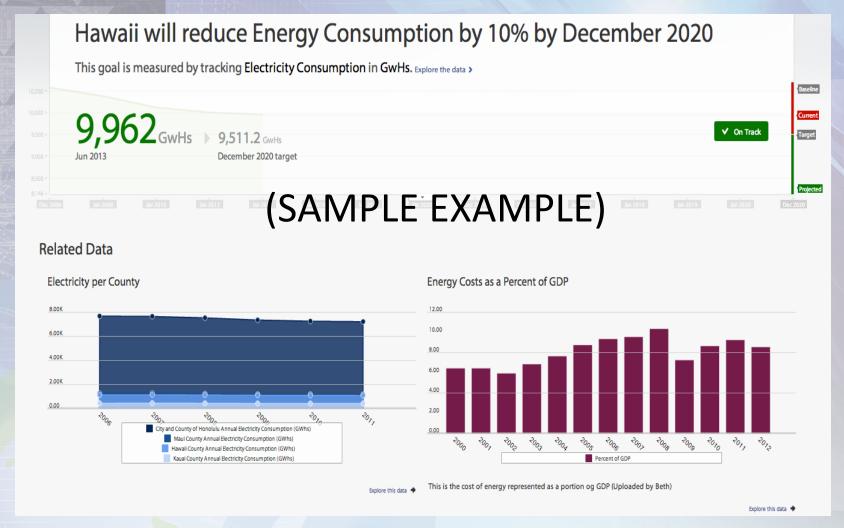








Dashboards (in Process)







V. Discussion on the Authorization to Expend from the AHC Special Fund to Pay for Accommodations Requested by the Public and Appropriate Action





VI. Status Update, Report and Recommendation from the Investigative Committee regarding the Suspension of the Collection of the Portal Management Fee





VII. Announcements





2013 Digital Hawaii Government Summit

- Tentatively scheduled for Thursday, Nov. 21, 2013 at the Hilton Hawaiian Village
- Organized by Center for Digital Government
- Feedback and suggestions for Topics etc.
 welcome email oimt@hawaii.gov



Next Meeting

Access Hawai'i Committee (AHC) Meeting

December 5, 2013

1:00 p.m.

Kalanimoku Building, B-10, Videoconference Center

1151 Punchbowl Street

Honolulu, Hawai'i 96813





Awards



- State of Hawaii is a Finalist in 2 of 11 Categories
 Prestigious NASCIO Awards (50 States)!
 - Information Communications Technology
 Category
 - Hawaii: MyMerci (DOD and OCEANIT)
 - Cyber Security Category
 - Hawaii: Single Sign-On (SSO) for State
 Department of Education
- State of Hawaii is in the running for Other Awards (announcements soon)

http://www.nascio.org/newsroom/pressrelease.cfm?id=163















